



**DEPARTMENT OF THE NAVY
NAVAL SURFACE WARFARE CENTER
CARDEROCK DIVISION
BETHESDA, MD 20854-5000**

OFFICE OF THE DIRECTOR

14 October 1992

**The 1992 Federal Leadership Awards
4610 Tournay Road
Bethesda, Maryland 20816**

Dear Mr. Paller and Ms. Holmes:

It was with great pleasure that I learned from your letter of 7 October 1992, that our Naval Technical Information Presentation System (NTIPS) project has been chosen as one of the finalists in the Federal Leadership Award competition. It is a privilege to supplement our earlier summary of the project with the additional statement requested by your letter.

As Director of the Carderock Division, I believe that the efforts carried out by this project are having profound impact on the way the Navy and the other Services construct and present the critically important Technical Information required for operation, maintenance, and training functions in support of weapon systems, ships, aircraft, and other equipment. Years of work by NTIPS have now culminated in extensive adoption of the Interactive Electronic Technical Manual (IETM) concept throughout all three Services.

As a direct consequence of the Division's NTIPS efforts and the adoption of similar approaches by the other Services, the Carderock Division has been selected by DOD to chair a Tri-Service Working Group to develop standard, acquisition specifications for IETM's. Commenting on this effort, a memorandum from the Chief of the CALS Division of the Department of Defense Systems and Program Office to the Chief of Naval Operations, Logistics Policy Branch, stated:

"I would like to take this opportunity to underscore the importance of the IETM effort. This pioneering effort has generated great interest within industry and in program offices within the military establishment. As a result, this high visibility effort must continue to reflect a strong Navy commitment to lead the Tri-Service Working Group that has so distinguished itself in carrying out the IETM initiatives."

In December 1992, DOD will issue, for service-wide use, the IETM specifications developed by this working group.

As noted earlier, the savings in time and money expended on training and system logistic support from this achievement are enormous, but the real payoff throughout the operating and support services will be the resulting increase in system availability and operational readiness.

In this regard, significant comments were recently expressed (July 1992) by the USS ANZIO to Commander, Cruiser-Destroyer Group 12 of the Atlantic Fleet after an extensive on-board test of selected AEGIS IETMs:

"The IETM is light years ahead of standard Tech Manuals of raster scanned pages, and has become a critical part of the operations and maintenance of the RCS (Aegis Radio Communications Systems)."

"IETM is an information multiplier. With IETM as a tool/coach, junior personnel can perform complex technical tasks with nearly the same effectiveness as senior techs."

"Utility is outstanding. Techs and operators are using IETM exclusively because of the speed and ease of access to technical data."

"The IETM concept is valid. Sailors love it."

Performance evaluation endorsements similar to these, above, also resulted from previous operational tests involving both Navy aircraft (F-14 and F-18) and surface equipment (AN/SPA-25D).

A highly significant endorsement of the IETM concept is, of course, the decision of the Acquisition Managers of major weapons systems in the Navy to adopt and implement this approach as soon as possible. In addition to the AEGIS project, IETM construction and implementation are actively underway for the Navy's A-X aircraft, the Integrated Undersea Surveillance System (IUSS), the AN/BSY-2 sonar, the AN/BQQ-5 sonar, the V-22 (Osprey) aircraft, and others, totaling hundreds of millions of dollars in information-system acquisition. Our Division has been designated to provide technical guidance in all of these cases.

In summary, although it is difficult to explore in a short letter the complete range of benefits which have resulted from the Navy Technical Information Presentation System project, we are well assured, through repeated feedback from the Fleet and from shore support activities, that they are of enormous value, operational and economic, and that they constitute a highly important contribution to the Navy's mission, especially in this period of financial and personnel retrenchment.

I shall be very pleased to provide any additional information you may require concerning this important and successful program.

Yours very truly,


R. E. METREY
Director